

National Occupational Skill Standard (NOSS)

Occupational Title : Front Office Assistant

Level : 1

Sector : Hospitality Industry

Sub - Sector : Front Office

NOSS ID/NSCO ID :

ISCO NO :



Council for Technical Education and Vocational Training

NATIONAL SKILL TESTING BOARD

Madhyapur Thimi-17, Sanothimi, Bhaktapur, Nepal

Developed: 27-04-2021 (14-01-2078)



2045

DACUM Panel:

S. No.	Name	Designation	Organization
1.	Mr. Shyam Thapa Magar	Member	Everest Hotel, Baneshwor, Kathmandu
2.	Mr. Bishnu Shrestha	Member	Int'l Hotel, Baneshwor, Kathmandu
3.	Ms. Mausam Karki	Member	Marriott IOI Group of Hotel, Malaysia
4.	Mr. Girish Dhungel	Member	Fujairah Rotana Resort and Spa, UAE
5.	Ms. Sharmila Shakya	Member	Benchmark Management Consultancy, Kathmandu
6.	Mr. Harsha Bahadur Raimajhi	Member	Hotel Yak and Yeti, Durbar Marg, Kathmandu
7.	Mr. Suresh Kaji Sindhukar	Member	Hotel Vivanta, Kathmandu
8.	Mr. Hari Khadka	Member	Hotel Vivanta, Kathmandu
9.	Mr. Samik Sharma	Member	Nepal Tourism and Hotel Management Board
10.	Mr. Dipendra Timilsina	Member	Hotel Shangrila, Lazimpat, Kathmandu
11.	Mr. Anupa Paudel	Member	Galaxy Macau

DACUM Facilitator/Co Facilitator

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DACUM Workshop on 24 & 26 February 2020

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The National Occupational Skill Standard Developed by:

No	Name	Designation	Organization
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Recommended by Hospitality Technical Sub Committee: 27 April 2021 (14 Baishakh 2078)

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1	Occupational Title: Front Office Assistant Level: 1
2	Job Description: Front Office Assistant, L-1 reserves rooms, handles reception and provides accommodation services.
3	UNITS OF COMPETENCY: <ol style="list-style-type: none"> 1. Perform room reservation. 2. Provide reception and accommodation services. 3. Perform communication. 4. Develop professionalism. <p>*Note: Units 3 and 4 are not for testing purpose.</p>
4	Qualifying Notes/Prerequisites: <ul style="list-style-type: none"> • Physical Requirements: Sound health • Entry Requirements: As per NSTB rules. Additional Information: <ul style="list-style-type: none"> • Assessment Types: Performance test only. • Assessment Duration: 4 to 5 Hours (Full Competency Only) • Recommended Group Size: 6 to 8 candidates



5	Unit No: 1 Unit Title: Perform room reservation	Unit code:
	Elements of competency	Performance standards
	1.1 Handle reservation queries	1.1.1 Guest greeted promptly as per organization standard procedure. 1.1.2 Guest request for room reservation received from various mode of reservation . 1.1.3 Guest informed on room type, rate, promotions and packages. 1.1.4 Reservation details collected from guest. 1.1.5 Availability of room checked as per guest request. 1.1.6 Guest offered on alternatives incase requested room type is not available.
	1.2 Reserve room	1.2.1 Advance payment received as per organization standard procedure. 1.2.2 Guest details recorded and room type assigned to guest. 1.2.3 Reservation confirmation provided to guest. 1.2.4 Guest special requirements shared with concerned departments.
	1.3 Maintain reservation record	1.3.1 Reservation details recorded in chronological order. 1.3.2 Amendment details recorded in chronological order with cancellation details. 1.3.3 Daily occupancy report generated and shared with concerned department.
6	Task Performance Requirements (Tools, Equipment and Materials): <ul style="list-style-type: none"> Computer with internet facility, reservation software, pen, A4 paper, pencil, sharpener, eraser, punching machine, stapler, staple, post stick notes, calculator, register, reservation form, telephone set, printer, photocopy, scanner, record file, folders, first aid kit and hotel uniform. 	
7	Safety and Hygiene (Occupational Health and Safety): <ul style="list-style-type: none"> Use hotel uniform. Safe handling of materials, tools and equipment. Prevent from electrical and falling hazards. Prevent from slippery surface. 	



8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Tools and equipment: <ul style="list-style-type: none"> ○ Types ○ Uses ○ Safe handling • Introduction to front office department • Organization structure of front office • Qualities of front office personnel • Reservation <ul style="list-style-type: none"> ○ Introduction ○ Types ○ Source of reservation ○ Mode of reservation ○ Reservation process ○ Amendment process ○ Mode of payment ○ Record keeping • Hotel facilities and function of each departments • Room types and tariff • Communication etiquettes 	<ul style="list-style-type: none"> • Convert foreign currency • Calculate total room rate 	<ul style="list-style-type: none"> • Read and interpret tariff card • Read and interpret forex chart • Read and interpret occupancy chart



	<ul style="list-style-type: none">• Government taxes and service charge• Hotel safety and security• Waste management• Occupational health and safety rules and regulations		
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9	Assessment of Competency				
	Unit: 1 Unit Title: Perform room reservation				
	Candidate Details				Assessors Detail
	Candidate's Name: Registration Number: Symbol No: Test Centre:	Test Date:	Assessors' Name 1. 2. 3.	ID/License No:	
Element of competency	Performance Standards			Standard Met	Standard Not Met
1.1 Handle reservation queries	1.1.1 Guest greeted promptly as per organization standard procedure. 1.1.2 Guest request for room reservation received from various mode of reservation. 1.1.3 Guest informed on room type, rate, promotions and packages. 1.1.4 Reservation details collected from guest. 1.1.5 Availability of room checked as per guest request. 1.1.6 Guest offered on alternatives incase requested room type is not available.				
1.2 Reserve room	1.2.1 Advance payment received as per standard procedure. 1.2.2 Guest details recorded and room type assigned to guest. 1.2.3 Reservation confirmation provided to guest. 1.2.4 Guest special requirements shared with concerned departments.				
1.3 Maintain reservation record	1.3.1 Reservation details recorded in chronological order. 1.3.2 Amendment details recorded in chronological order with cancellation details.				



	1.3.3 Daily occupancy report generated and shared with concerned department.				
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WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

SR- Supervisor's report

SN–Simulation

RP- Role Play

PG –Photographs

VD- Video

CT – Certificates

TS – Testimonials (Reward)

PP – Product Produced

CS – Case Study



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Range Statement

Variable	Range
Guest request	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Direct request • Travel agent request • Corporate request
Various mode of reservation	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Telephone • Email • Online platform
Reservation details	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Guest name, address and contact details • Arrival and departure date and time • Room types and number of rooms • Number of persons • Mode of payment: cash, cheque, credit/debit card, digital payment • Special request



5	Unit No: 2 Unit Title: Perform reception and accommodation services	Unit code:
	Elements of competency	Performance standards
	2.1 Prepare for guest arrival	2.1.1 <i>Arrival details</i> checked and reviewed prior to guest arrival. 2.1.2 Room allocated in accordance with guest reservation. 2.1.3 <i>Concerned department</i> informed on guest <i>special requirement</i> and arranged prior to guest arrival. 2.1.4 Guest registration card printed and key cards prepared for the day.
	2.2 Welcome guest	2.2.1 Guest greeted promptly with <i>proper body language</i> on arrival. 2.2.2 <i>Types of guest</i> identified interacting with the guest. 2.2.3 Reservation record verified or availability of room checked as per guest requirement.
	2.3 Perform guest registration	2.3.1 <i>Room status</i> checked before guest check in. 2.3.2 Guest details and <i>documents</i> collected as per organization standard procedure and government rules. 2.3.3 Registration and <i>accommodation details</i> recorded along with <i>payment method</i> . 2.3.4 Advance deposit received and receipt provided to guest. 2.3.5 Guest signature obtained in registration form. 2.3.6 Room checked-in into the system and room key/card handed over to guest. 2.3.7 Bellboy informed for luggage assistance. 2.3.8 Arrival notification slips issued to concerned department. 2.3.9 Guest record updated with <i>additional information</i> .
	2.4 Attend guest queries	2.4.1 Guest greeted promptly and listened to guest <i>queries</i> attentively. 2.4.2 Guest queries responded politely and promptly. 2.4.3 Guest queries addressed coordinating with concerned department.
	2.5 Handle guest complaint	2.5.1 Guest greeted promptly and listened to guest <i>complaint</i> with empathy. 2.5.2 Guest complaint noted. 2.5.3 Apology extended to guest and corrective action taken immediately.



		<p>2.5.4 Guest complaint forwarded to concerned department.</p> <p>2.5.5 Guest complaint reported to immediate supervisor with guest details.</p> <p>2.5.6 Progress monitored and guest approached for his/her satisfaction.</p>
	2.6 Handle guest departure	<p>2.6.1 Daily departure list prepared and shared with concerned department.</p> <p>2.6.2 Guest greeted promptly and room key/card collected from guest.</p> <p>2.6.3 Details of extra charges collected from concerned department.</p> <p>2.6.4 Guest informed on damage/loss and charged accordingly.</p> <p>2.6.5 Payment settled including advance deposit and receipt provided to guest.</p> <p>2.6.6 Feedback obtained as per organization standard procedure.</p> <p>2.6.7 Luggage stored as per guest request.</p> <p>2.6.8 Guest offered for luggage assistance and transport arranged as per request.</p> <p>2.6.9 Guest history updated.</p>
6	Task Performance Requirements (Tools, Equipment and Materials):	<ul style="list-style-type: none"> Computer with internet facility, reservation software, pen, A4 paper, pencil, sharpener, eraser, highlighter, punching machine, stapler, staple, post stick notes, note pad, calculator, register, reservation form, telephone set, printer, record file, folders, registration card, luggage tag, photocopy machine, scanner, machine readable scanner, key card encoder, key card, POS machine, shredder, display board, first aid kit and hotel uniform.
7	Safety and Hygiene (Occupational Health and Safety):	<ul style="list-style-type: none"> Use hotel uniform. Safe handling of materials, tools and equipment. Prevent from electrical and falling hazards. Prevent from slippery surface.



8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Tools and equipment: <ul style="list-style-type: none"> ○ Types ○ Uses ○ Safe handling • Types of guest • Registration process • Qualities of front office personnel • Pre-arrival activities • Welcome and greetings • Arrival activities • Luggage handling process • Room assignment procedure • Hotel policy and standard operating procedure • Guest folio • Departure activities • Recreational activities • Guest queries and handling process • Guest complaint and handling process 	<ul style="list-style-type: none"> • Convert foreign currency • Calculate total room rate 	<ul style="list-style-type: none"> • Read and interpret tariff card • Read and interpret forex chart • Read and interpret occupancy chart • Read and interpret standard operating procedure



	<ul style="list-style-type: none"> • Hotel facilities and function of each departments • Room types and tariff • Communication etiquettes • Payment modes and bill settlement • Government taxes and service charge • Hotel safety and security • Upselling/suggestive techniques • Recordkeeping • Waste management • Occupational health and safety rules and regulations 		
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9	Assessment of Competency					
Unit: 2 Unit Title: Provide reception and accommodation services	Candidate Details		Assessors Detail			
	Candidate's Name: Registration Number: Symbol No: Test Centre:		Assessors' Name 1. 2. 3.		ID/License No:	
	Test Date:					
	Element of competency	Performance Standards		Standard Met	Standard Not Met	Evidence Type
2.1 Prepare for guest arrival	2.1.1 Arrival details checked and reviewed prior to guest arrival. 2.1.2 Room allocated in accordance with guest reservation. 2.1.3 Concerned department informed on guest special requirement and arranged prior to guest arrival. 2.1.4 Guest registration card printed and key cards prepared for the day.					
2.2 Welcome guest	2.2.1 Guest greeted promptly with proper body language on arrival. 2.2.2 Types of guest identified interacting with the guest. 2.2.3 Reservation record verified or availability of room checked as per guest requirement.					



2.3 Perform guest registration	<p>2.3.1 Room status checked before guest check in.</p> <p>2.3.2 Guest details and documents collected as per organization standard procedure and government rules.</p> <p>2.3.3 Registration and accommodation details recorded along with payment method.</p> <p>2.3.4 Advance deposit received and receipt provided to guest.</p> <p>2.3.5 Guest signature obtained in registration form.</p> <p>2.3.6 Room checked-in into the system and room key/card handed over to guest.</p> <p>2.3.7 Bellboy informed for luggage assistance.</p> <p>2.3.8 Arrival notification slips issued to concerned department.</p> <p>2.3.9 Guest record updated with additional information.</p>				
2.4 Attend guest queries	<p>2.4.1 Guest greeted promptly and listened to guest queries attentively.</p> <p>2.4.2 Guest queries responded politely and promptly.</p> <p>2.4.3 Guest queries addressed coordinating with concerned department.</p>				
2.5 Handle guest complaint	<p>2.5.1 Guest greeted promptly and listened to guest complaint with empathy.</p> <p>2.5.2 Guest complaint noted.</p> <p>2.5.3 Apology extended to guest and corrective action taken immediately.</p> <p>2.5.4 Guest complaint forwarded to concerned department.</p> <p>2.5.5 Guest complaint reported to immediate supervisor with guest details.</p> <p>2.5.6 Progress monitored and guest approached for his/her satisfaction.</p>				
2.6 Handle guest departure	<p>2.6.1 Daily departure list prepared and shared with concerned department.</p> <p>2.6.2 Guest greeted promptly and room key/card collected from guest.</p> <p>2.6.3 Details of extra charges collected from concerned department.</p> <p>2.6.4 Guest informed on damage/loss and charged accordingly.</p> <p>2.6.5 Payment settled including advance deposit and receipt provided to guest.</p>				



	<p>2.6.6 Feedback obtained as per organization standard procedure.</p> <p>2.6.7 Luggage stored as per guest request.</p> <p>2.6.8 Guest offered for luggage assistance and transport arranged as per request.</p> <p>2.6.9 Guest history updated.</p>			
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WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

SR- Supervisor's report

SN–Simulation

RP- Role Play

PG –Photographs

VD- Video

CT – Certificates

TS – Testimonials (Reward)

PP – Product Produced

CS – Case Study



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Range Statement

Variable	Range
Arrival details	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> ● Guest name, address and contact details ● Arrival time ● Room types and number of rooms ● Number of persons ● Duration of stay ● Special request
Concerned department	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> ● Housekeeping <ul style="list-style-type: none"> ○ Laundry ○ Minibar ○ Florist ● Food and Beverage <ul style="list-style-type: none"> ○ Restaurant ○ Bar ○ Minibar ○ Banquet ○ Room service ● Others <ul style="list-style-type: none"> ○ Spa ○ Business center ○ Recreational activities



Special requirement	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Pickup arrangement • Special decor • Special amenities: wine, champagne, fruit basket, chocolate, cookies, cake, flower bouquet, welcome notes • Baby cot • Extra bed • Wheelchair
Proper body language	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Body posture • Acknowledge • Smile • Eye contact
Types of guest	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Walk in guest • Reserved guest
Room status	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Vacant • Occupied • Out of order/service • Dirty/clean/inspected



Documents	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Passport • Visa • Citizenship • Driving licence • Identity card • Booking confirmation number
Accommodation details	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Room type • Room number • Room rate
Payment method	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Cash • Debit card • Credit card • Cheque • Digital payment
Additional information	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Birthday • Anniversary • Dietary restriction • Preference



Queries	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Currency exchange • Touristic attraction • Shopping • Restaurant • Recreational activities • Events • Hotel facilities
Complaint	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Product related • Service related



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